

Beyond the Initial Purchase: Taking Your Phone System and Intake Staff to the Next Level

Agenda

10:30	Introduction	Cheryl Nolan
10:40	Call Center Technology	Lael Weyenberg
11:00	The Human Element Part 1 Statewide Legal Services of Connecticut	Bonnie Roswig
11:20	The Human Element Part 2 Northwest Justice Project Coordinated Legal Educations Advice and Referral (CLEAR)	Sue Encherman
11:40	Questions, Answers and Handouts	Cheryl Nolan All Presenters
11:55	Door Prize	Cheryl Nolan